

CENTURYLINK RESPONSE TO IUB ORDER ISSUED JULY 28, 2016

Point of Contact for the IUB

Per Order Clause #2 from the July 28, 2016 long distance call completion recommendation by the ALJ to the Iowa Utilities Board (IUB or Board):

Within 30 days of the issuance of this order, CenturyLink Communications, LLC, Windstream Iowa Communications, LLC, and Frontier Communications of America, Inc., the originating carriers involved in these cases, must file with the Board current contact information identifying knowledgeable personnel who can promptly address call completion and call routing issues when contacted by the Board. These carriers must update the contact information as necessary and in the annual progress report that is required by this proposed decision and order.

CenturyLink has appointed Diana Ornelas as its knowledgeable contact who can promptly address call completion and call routing issues when contacted by the Board. Diana can be reached at 844-233-5585 or Diana.Ornelas@CenturyLink.com. When Diana is temporarily unavailable, her number will be answered by another knowledgeable member of her team. Diana is supported by several members of CenturyLink's operations teams who are poised to be very responsive. Further see the response below regarding requests from customers and employees of other interconnected local exchange carriers. Diana is not engaged in that procedural flow.

Requests for Call Completion Repair from CenturyLink

Per Order Clause #4 from the July 28, 2016 long distance call completion recommendation by the ALJ to the IUB:

...within 30 days of the issuance of this order, CenturyLink, Windstream, and Frontier must file updated information about how the companies inform their customers and Iowa local exchange carriers about how to recognize and report call completion problems. The carriers must provide a copy of any informational materials they have prepared. The carriers must provide contact information for knowledgeable personnel who can promptly address call completion and call routing issues when contacted by customers and local exchange carriers if call completion problems occur. The personnel may be the same as, or different from, those required in ordering clause number two. Carriers must make this information easily accessible to all customers, including both residential and business customers, and local exchange carriers. The location of call completion information on CenturyLink's Web site is not clearly identified. CenturyLink must demonstrate and explain how the information it says it provides its customers on its Web site is transparent to customers and is easily accessible.

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This clause regards two primary target audiences. One target is a retail customer and the other is an interconnected local exchange carrier. This response excludes wholesale customers and Enterprise business customers who have readily available means to submit trouble tickets as described in their respective contracts.

Retail Customers

Attachments A, B and C, "Residential Customers", "Small Business Customers" and "Medium Business Customers" respectively are screen shots of what is seen when an individual accesses www.centurylink.com to create a trouble ticket. The Attachments show that CenturyLink offers the means to speak with a live representative directly or to submit a ticket via an electronic means, including via a live "chat." Attachment D is one page from a typical residential customer bill. Here a customer is advised:

Do you have questions about your long distance service or bill? Simply call 1-800-244-1111 and a Service Representative will be happy to assist you.

This number is also prominently found in many Directories, Welcome Letters and Internet searches. When this number is dialed, option four is offered as the most efficient means to create a trouble ticket. If the caller is not a customer, such as if the caller were an ILEC employee calling to advocate for his or her customer who was experiencing issues receiving calls from a CenturyLink customer, then a script tutored to the CenturyLink service representative encourages that the ILEC employee should call 866-874-6790 (option 9, option 6). This is the primary trouble ticketing means for the second target audience. See more in the following section here. White and yellow page directories also offer 800-573-1311, 877-348-9007, 800-954-1211 and 800-860-1020 as options for repair assistance.

ILEC Employees

Currently, and for several years previously, the employees of interconnected carriers who sought help resolving issues associated with calls moving between companies were advised to call 866-874-6790 (option 9, option 6) to create a trouble ticket. This number is regularly and effectively used by many carriers. Motivated by the IUB Order, this help desk number was added to the following website:

<http://www.centurylink.com/wholesale/industrysolution/ilec.html>

CENTURYLINK RESPONSE TO IUB ORDER ISSUED JULY 28, 2016

In addition, the attached notice was distributed to all Iowa ILECs. See Attachment E. The notice clarifies that the website has been revised, including:

This update is placed above the Local Product & Service Solutions drop down menu:

To open a trouble ticket to resolve a (long distance) call completion issue, please call 866-874- 6790.

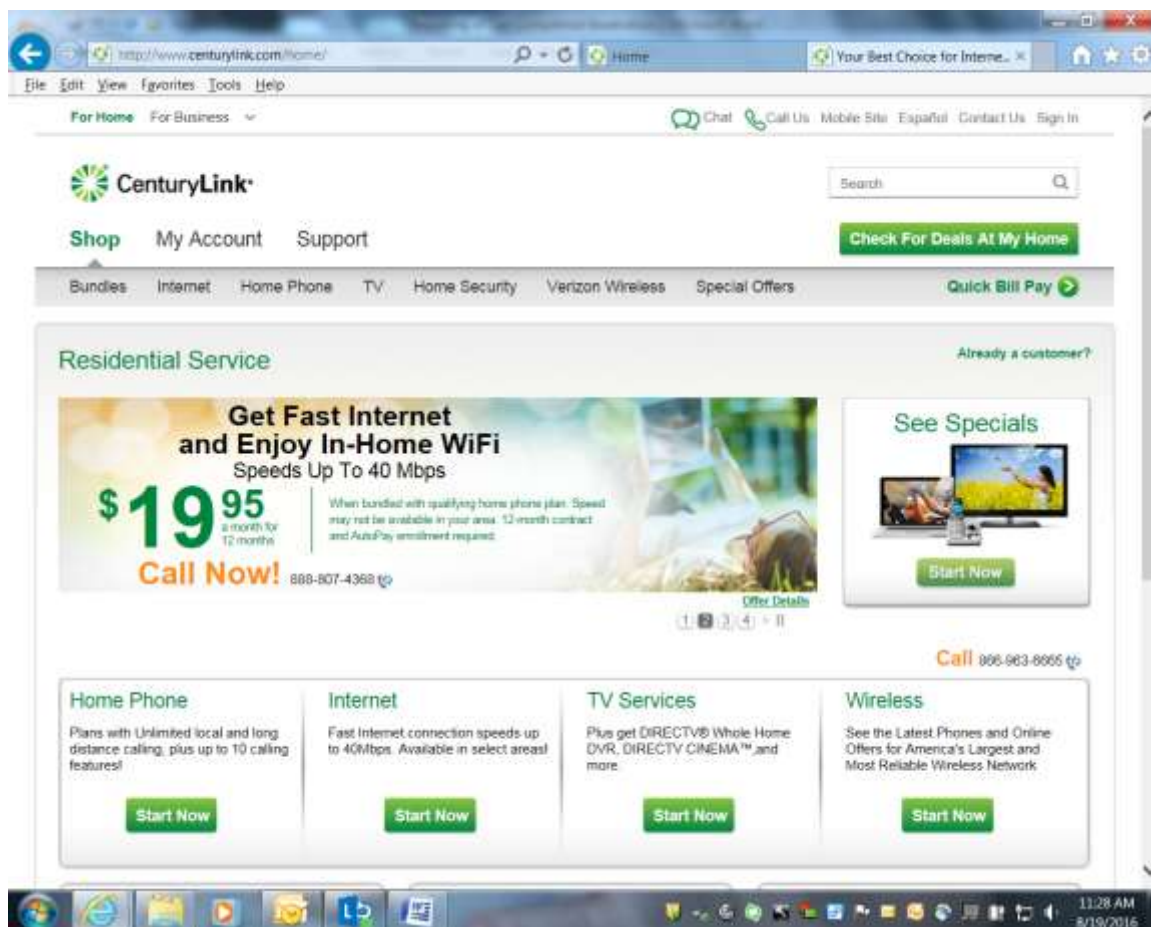
CenturyLink personnel who respond to these incoming calls routinely create trouble tickets for parties who are not customers, they are solely concerned with intercarrier call completion success, and they have elevated expertise in this area.

Dated this 26th day of August, 2016.

ATTACHMENT A

Residential Customers

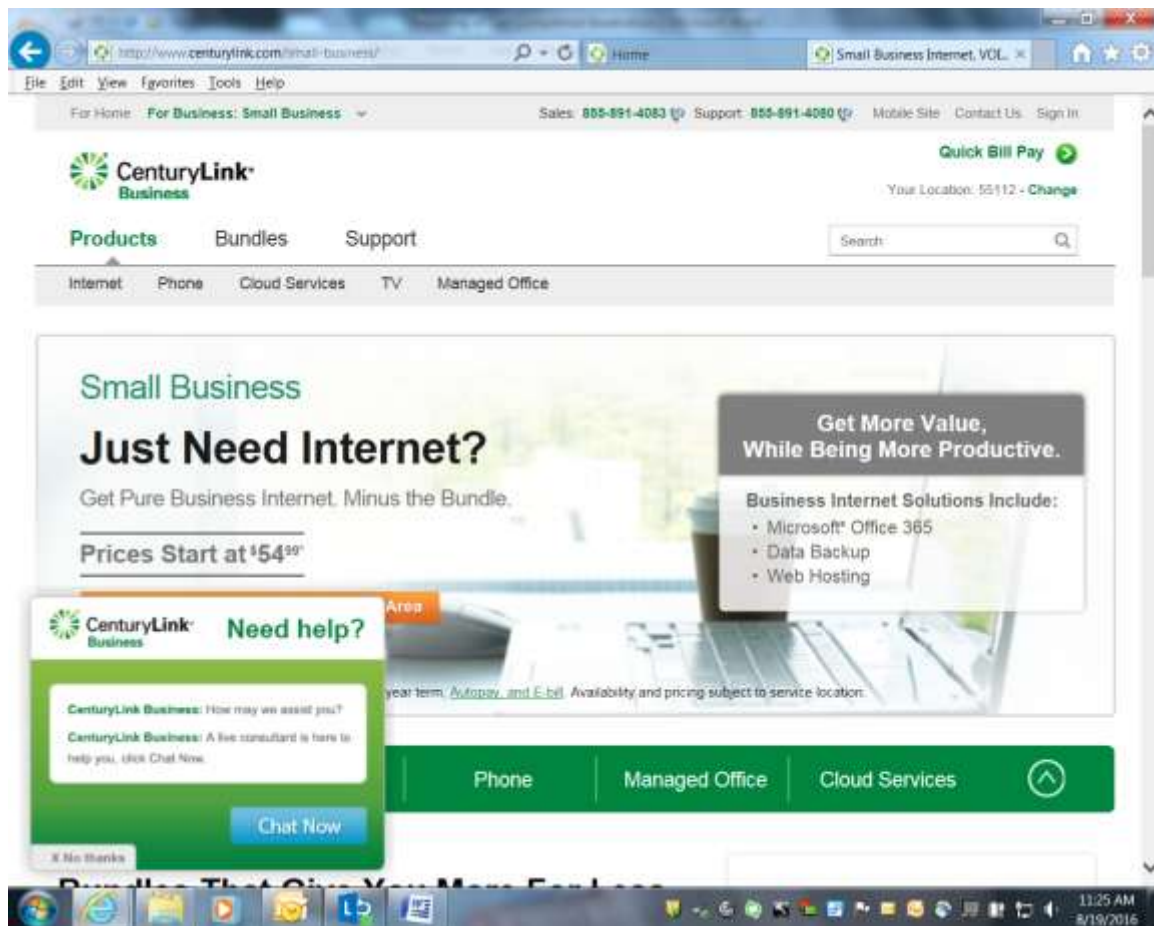
- See "Contact us" and other options in top line
- See "Support" above grayed background
- Bottom of page (not displayed below) repeats these options



ATTACHMENT B

Small Business Customers

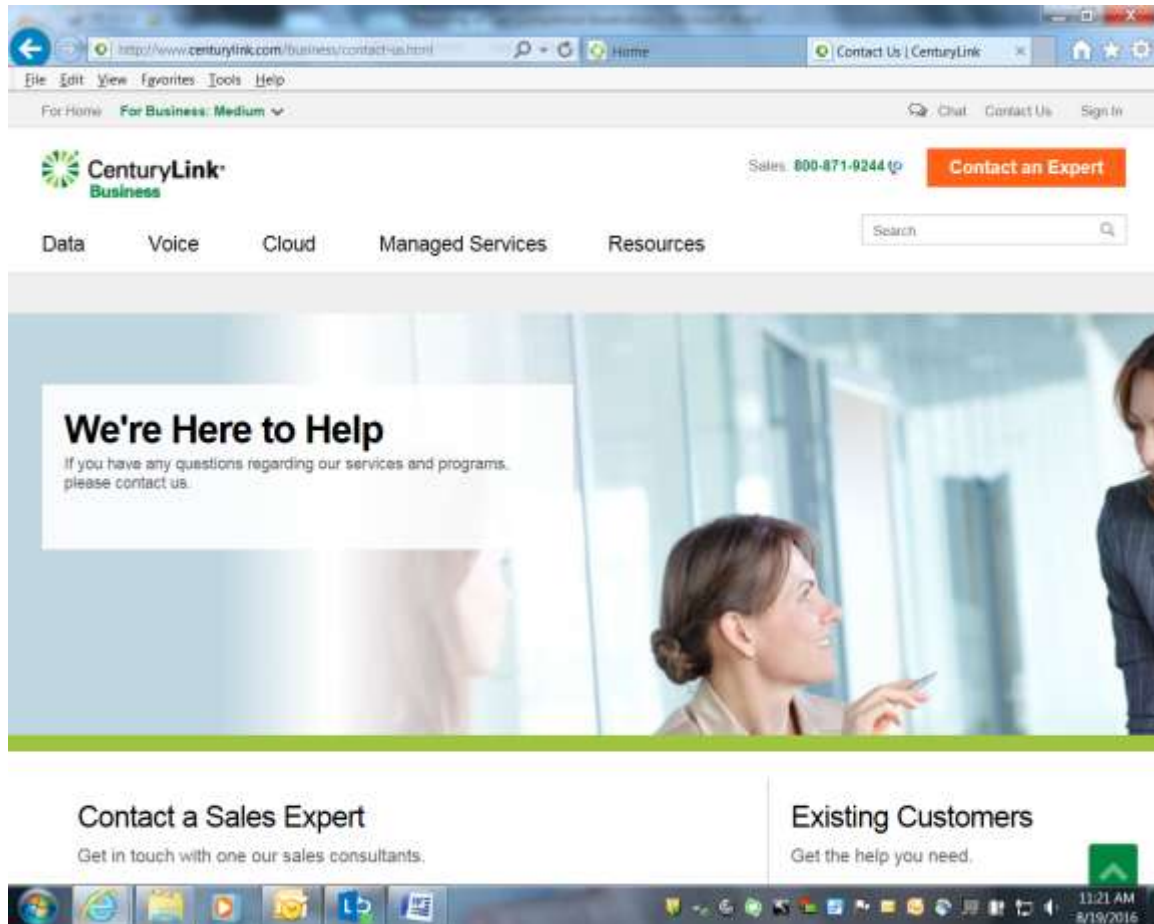
- See “Support 855-891-4080” in top line and below
- See “Contact Us” upper right
- see option to Chat, lower left



ATTACHMENT C

Medium Business Customer

- see “contact us” upper right
- see “Existing Customers” . . . scroll down



ATTACHMENT D

Page **3** of **15**

Internet and Home Phone

Internet and Voice Monthly Charges	\$43.10
Related Monthly Charges	\$11.24
Usage Charges	\$ 0.13
Taxes, Fees & Surcharges	\$ 3.99

Total Internet and Home Phone \$58.46

Wireless Service

Verizon Wireless Charges for Jun	\$409.89
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Total Wireless Service \$409.89

Total New Charges \$468.35

Details of Your Internet and Home Phone Charges

Internet and Home Phone

Service Period: Aug 4 - Sep 3

Long Distance Service Period: Jun 24 - Jul 23

Internet Service and Local Phone Service reflects charges, fees, usage & discounts provided by Qwest Corporation DBA CenturyLink QC.

Did you know that you can manage your CenturyLink account online? View statements, look up calls, pay bills and more - at no charge! Just visit centurylink.com for details today!

Do you have questions about your long distance service or bill? Simply call 1-800-244-1111 and a Service Representative will be happy to assist you.

Internet and Voice Monthly Charges

Internet and Home Phone 86.00

Includes internet service for fifty-one dollars

Includes local phone service and features for thirty-five dollars

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ATTACHMENT E

Announcement Date: August 19, 2016
Effective Date: Immediately
Document Number: WEBS.ANNC.08.19.16.F.14891.Call_Comp_Repair_Number
Notification Category: Web Site Notification
Target Audience: ILECs
Subject: Call Completion Repair Number

Summary of Change:

On August 19, 2016, CenturyLink is providing notification of a planned update to its Wholesale Web Site. This is effective immediately.

In an effort to assist ILECs in opening repair tickets associated with long distance call completion issues, CenturyLink has added information to the page located at <https://www.centurylink.com/wholesale/industrysolution/ilec.html>.

This update is placed above the Local Product & Service Solutions drop down menu:

To open a trouble ticket to resolve a (long distance) call completion issue, please call 866-874- 6790.

If you have any questions or would like to discuss this notice please contact your CenturyLink Service Manager, «Serv_FName» «Serv_LName» on «Serv_Phone». CenturyLink appreciates your business and we look forward to our continued relationship.